

**What is claimed is:**

1. A synchronized learning solution network adapted to facilitate information sharing among a learning services providing entity, said network comprising:
    - a content development platform, said content development platform containing electronic tools for receiving input relating to the compiling of instructional materials and generating electronic learning content;
    - an electronic delivery platform, said electronic delivery platform containing electronic tools for delivering instruction to students, said delivered instruction incorporating said electronic learning content;
    - a learning administration platform, said learning administration platform containing electronic tools for storing said electronic learning content, storing registrar information regarding said students and said instruction, and storing catalog information regarding said learning content; and
    - a resources synchronization platform, said resources synchronization platform including a resources synchronization tool adapted to obtain and store data regarding compilation and generation functions as performed by said content development platform, data regarding delivery functions as performed by said delivery platform, and said registrar information and said catalog information from said learning administration platform;
- wherein

said resources synchronization tool provides an interface for accessing and processing said stored compilation data, generation data, delivery data, registrar information and catalog information upon request, said synchronization tool processing said accessible data and information into resource utilization reports on demand such that said reports may be utilized to make resource allocation decisions across said learning services providing entity.

2. The synchronized learning solution network according to claim 1, wherein said electronic delivery platform is adapted to record performance metrics during delivery of said instruction and wherein said content development platform is adapted to record performance metrics during compilation of instructional materials and generation of electronic learning content, and wherein said performance metrics are said compilation data, generation data and delivery data.

3. The synchronized learning solution network according to claim 2, wherein said resources synchronization tool comprises a decision support tool adapted to compile and output reports detailing performance metrics data, said data measuring the development of learning content and the delivery of instruction to said students, said performance metrics data being useful to assessing whether learning requirements of a learner organization are being met.

4. The synchronized learning solution network according to claim 3,  
wherein said performance metrics data is collected electronically from said  
content development platform, said electronic delivery platform, and said  
5 learning administration platform and stored in a metrics database in  
substantially real time.

5. The synchronized learning solution network according to claim 2,  
wherein said development data comprises various performance metrics  
10 electronically collected by said content development platform, said  
performance metrics including development ratios that measure production  
of course content and materials in light of expended costs and man-hours  
over elapsed time periods.

15 6. The synchronized learning solution network according to claim 2,  
wherein said electronic delivery platform is adapted to record performance  
metrics data during delivery of instruction, said performance metrics data  
being accessible by said resources synchronization tool in substantially real  
time.

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7. The synchronized learning solution network according to claim 1,  
wherein said resources synchronization tool further provides an electronic

interface for allocating the utilization of constrained learning resources  
subject to relevant instructor and student availabilities.

8. The synchronized learning solution network according to claim 1,  
5 wherein said resources synchronization tool is adapted to organize  
allocation and scheduling information into sortable scheduling and usage  
reports that allow learning administrators to make and/or modify schedules  
and resource allocations for learning content delivery.

10 9. The synchronized learning solution network according to claim 1,  
wherein said reports may support learning solution processes selected from  
the group consisting of forecasting, budgeting, performance planning,  
performance reporting, account management, production management,  
media configuration, delivery coordination, and needs analysis.

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10. The synchronized learning solution network according to claim 9,  
wherein said learning solution is outsourced from a learner organization to  
said learning services providing entity according to a learning services  
agreement, said agreement detailing minimum service levels that must be  
20 met by said providing entity, and wherein performance metrics are collected  
from said content development platform, said electronic delivery platform,  
said learning administration platform and made accessible by said

resources synchronization tool to gauge whether said learning solution is producing learning efforts meeting said minimum service levels.

11. The synchronized learning solution network according to claim 10,  
5 wherein identified business goals and strategies of said learner organization are used to define performance metrics reflected in said learning services agreement.

12. The synchronized learning solution network according to claim 11,  
10 wherein said performance metrics comprise a development ratio that tracks production of course content and materials in light of expended costs and man-hours and elapsed time.

13. The synchronized learning solution network according to claim 12,  
15 wherein learning costs are recorded, allocated and billed to appropriate business units or projects for learning effort expenditures such that said learning solution can be implemented independently by said learning services provider like a separate business entity from the learner organization.

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14. The synchronized learning solution according to claim 10, wherein said learning services agreement establishes a cost schedule that provides a pre-set standard set of charges for tasks performed during said developing

of said course content and materials, and wherein said reports of said performance metrics are utilized to make cost allocations, revise said cost schedule and manage quality of processing used in developing said course content and materials.

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15. A decision support and work management tool adapted to synchronize aspects of a learning solution, said resource support too comprising:

electronic communication connections to various tools and platforms  
10 utilized by said learning solution to support content development, instruction delivery, and learning solution administration; said communication connections adapted to receive performance metrics data collected from said aspects of said learning solution;

databases adapted to store said performance metrics data as it is  
15 received;

a resource allocation interface adapted to provide learning  
administrators with access to said stored performance metrics data, said  
interface providing functionality to compile said performance metrics data  
into sortable learning solution resource scheduling and usage reports, said  
20 resource allocation interface also providing functionality for learning  
administrators to make or modify schedules and resource allocations for  
learning content delivery and development, wherein said scheduling and

usage reports assist said learning administrators in making centralized and informed decisions regarding said schedules and resource allocations.

16. The decision support and work management tool according to claim

5 15, wherein said databases include a content library database for storing instructional materials and learning content data, a raw metrics database for storing performance metrics data, a resource scheduling database for storing schedules and resource allocations data, and a summary reporting database for storing data regarding compiled scheduling and usage reports.

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17. The decision support and work management tool according to claim

15, wherein said learning solution is outsourced by a learner organization to a learning services provider according to a learning services agreement, said agreement detailing minimum service levels, and wherein said performance  
15 metrics and reports of said tool may be utilized to determine whether said method is producing learning efforts meeting said service levels.

18. The decision support and work management tool according to claim

15, wherein said electronic communication connections are adapted to  
20 obtain instruction delivery data electronically from an electronic delivery platform.

19. The decision support and work management tool according to claim  
18, wherein said electronic delivery platform is adapted to record  
performance metrics during delivery of instruction to target learners, said  
performance metrics being stored in said databases for accessing by said  
5 resources allocation interface.

20. The decision support and work management tool according to claim  
15, wherein said electronic communication connections are adapted to  
obtain content development data electronically from a content development  
10 platform.

21. The decision support and work management tool according to claim  
20, wherein said content development platform is adapted to record  
performance metrics during compilation of instructional materials and  
15 generation of electronic learning content, said performance metrics being  
stored in said databases for accessing by said resources allocation interface.

22. The decision support and work management tool according to claim  
21, wherein said performance metrics electronically collected by said  
20 content development platform include development ratios that measure  
production of course content and materials in light of expended costs and  
man-hours over elapsed time periods.



23. The decision support and work management tool according to claim 15, wherein said electronic communication connections are adapted to obtain learning solution administration data electronically from a learning administration platform.

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24. The decision support and work management tool according to claim 15, wherein said resources allocation interface provides enables a learning administrator to make decisions regarding utilization of constrained learning resources across multiple learning efforts subject to relevant instructor and student availabilities.

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25. The decision support and work management tool according to claim 15, wherein performance metrics data is collected electronically from a content development platform, an electronic delivery platform, and a learning administration platform through said electronic communication connections and stored in said database in substantially real time.

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26. The decision support and work management tool according to claim 15, wherein said learning solution is outsourced from a learner organization to said learning services providing entity according to a learning services agreement, said agreement detailing minimum service levels that must be met by said providing entity, and wherein said performance metrics are made accessible by said resources allocation tool to gauge whether said

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learning solution is producing learning efforts meeting said minimum service levels.

27. The decision support and work management tool according to claim  
5 26, wherein identified business goals and strategies of said learner organization are used to define performance metrics reflected in said learning services agreement.

28. The decision support and work management tool according to claim  
10 26, wherein said performance metrics comprise a development ratio that tracks production of course content and materials in light of expended costs and man-hours and elapsed time.

29. The decision support and work management tool according to claim  
15 26, wherein learning costs are recorded, allocated and billed to appropriate business units or projects for learning effort expenditures such that said learning solution can be implemented independently by said learning services providing entity like a separate business entity from the learner organization.

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30. The decision support and work management tool according to claim  
26, wherein said learning services agreement establishes a cost schedule that provides a pre-set standard set of charges for tasks performed during

said developing of said course content and materials, and wherein said reports of said performance metrics are utilized to make cost allocations, revise said cost schedule and manage quality of processing used in developing said course content and materials.